

P.O. BOX



Update on the Happenings of HCFA's Managed Care Systems and Support Operations

Volume 1, Issue 8

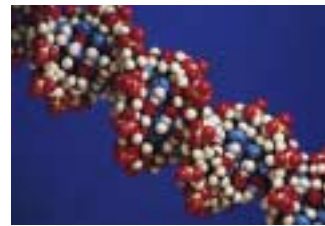
MARCH 2001

Division of Program Accountability and Payment, MMCG, CHPP - Health Care Financing Administration

INSIDE THIS ISSUE

ALERT---ALERT---ALL MCOs	1
UPDATING BANKING AND CONTACT INFORMATION---PICS	1
ALERT: Updated Enrollment/ Payment Guide and the Plan Communications Guide	2
DUPLICATE PAYMENTS AS A RESULT OF RETROACTIVE ENROLLMENT IN M+CO'S	2
COB CONTRACTOR CONTACT INFORMATION	2
OODLES OF DISCOVERIES:	
NEW BIPA RATE FILES FOR 2001	3

please key your data in **CAPITAL LETTERS** (upper case). Data that is keyed in **lower case letters** and then uploaded to HCFA Data Center (to be processed) causes the lower case letters to be **dropped**. The end result is that your **records will not be processed**. Please call your technical contact person Sarah Brown, Sue Hartmann or Sue Mathis if you have questions concerning this matter.



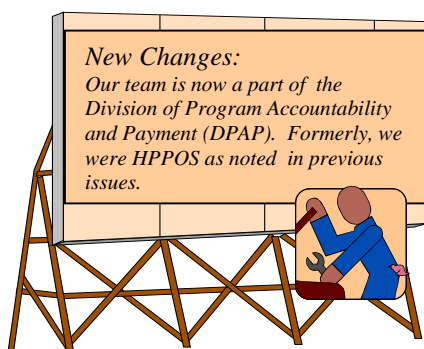
ensure accuracy. Most importantly, your banking information is contained in PICS. You may view the instructions on our HCFA's website at <http://www.hcfa.gov/medicare/opl97.htm>. The information below explains why it is so important that you maintain accurate information in this system.

PICS contains all contract and plan information that was gathered during the contract application process including banking information. This information includes the title, names, addresses, telephone/fax numbers, etc. for each of the officials/contact persons within the Managed Care Organization. The information is used when mailing reports, letters and other information to the appropriate contact personnel.

Managed Care Organizations are required to update their MCO plan contact and address information in PICS. Keeping information in PICS up-to-date will insure that the MCO

UPDATING BANKING AND CONTACT INFORMATION---PICS

Although Managed Care Organizations (MCOs) are able to access, view, and enter data in the Health Plan Management System (HPMS), the system does not yet have the capability to build and produce a mailing list. Therefore, you will still need to access the Plan Information Control System (PICS) to update any personnel or address changes and to **view your banking information to**



ALERT---ALERT---ALL MCOS

When creating files for **Enrollments** (60-61's), **Disenrollments** (51's), and **Corrections** (01's) records,

receives important documents timely and contract information is sent to the appropriate person and address.

ALERT: UPDATED ENROLLMENT/ PAYMENT GUIDE AND THE PLAN COMMUNICATIONS GUIDE

Please visit our HCFA webpage:
<http://www.hcfa.gov/medicare/systinfo.htm> to download our latest version (10) of the Plan Communications Users Guide. The Enrollment and Payment Guide is also available.

NEW WA FACT SHEET CHANGES

We recently updated the Working aged Fact sheet (entitled, How to process Working Aged (WA) transactions.) The more recent version is dated January 2001 and can be found at the following website address: <http://www.hcfa.gov/medicare/systinfo.htm>. Recent changes include the new Coordination of Benefits (COB) contractor process, schedule for Working aged Batch file submissions and testing, new CWF contractor numbers, and how to view Working aged Exception list. If you did attend the Annual Medicare Managed Care Enrollment and Payment conference in March

2001, please look in your binder under Tab 22 for this document.

DUPLICATE PAYMENTS AS A RESULT OF RETROACTIVE ENROLLMENT IN M+C'S

Beneficiaries' enrollment in M+C organizations is effective before the HCFA computer systems reflect the enrollment. This allows for fee-for-service payments to be made to providers. When the enrollment is reflected in the HCFA systems it is retroactive to the first of the month following the election. At that time, HCFA pays the Medicare plus Choice (M+C) organizations the capitation rate for the period. Hence, Medicare has paid twice for services rendered during the same period of time.

A workgroup has been established to develop a solution to the problem. The group has delineated the problem into three areas: 1) actions taken at the time of M+C enrollment, 2) Actual collection of the overpayment and 3) payment to providers who provided the service.

Currently, HCFA Central Office and Regional Staff is working with M+C organizations to review current requirements and regulations which impact on the situation,

analyzing the data from our sample period (March through August 2000), and developing the specific data requirements that will facilitate resolution of the problem.



COB CONTRACTOR CONTACT INFORMATION

As of January 8, 2001, certain WA transactions that your Managed Care Organization (MCO) cannot update must be sent to the HCFA's newly established Coordination of Benefits contractor (COB), for an update. Instructions to submit WA requests to the COB, are available in the December 12, 2000 Working aged letter (Subject: Updating Working Aged Process – Coordination of Benefits (COB) Contractor – Effective January 1, 2001) posted on HCFA's website <http://www.hcfa.gov/medicare/systinfo.htm>. Any submissions to the COB must be sent to the following address:

Medicare- Coordination of Benefits contractor
Attn: MSP Claims Investigation Project
P.O. Box 5041

New York, NY 10274-5041

You may contact the COB contractor after 50-calendar days from the time your MCO submitted the information, for the status of an update request if: the CWF has not been updated, the COB contractor has not requested additional information, or the MCO has not received any action on an update request sent to the COB contractor. You can reach the COB contractor customer service line at 1-800-999-1118.

OODLES OF DISCOVERIES

NEW BIPA RATE FILES FOR 2001

The new **BIPA** rate files are now available. The three file names are:

OG00.@BGD5050.RAT2001.DATA
.NEW

OG00.@BGD5050.RAT2001.RISK
ADJ.DATA.NEW

OG00.@BGD5050.RAT2001.BOOK
.NEW

File names for the three(3) new files can be found in **TSO GROUCH** on the **GROUCH NEWS** page. To download these files please follow these instructions.

- 1) Logon to the **HOD**
- 2) Select #1--**TSO**



WELCOME OUR NEW TEAM MEMBER

In anticipation of an auspicious working relationship, my name is D. Jeanette Walker and I will be your new technical representative (replacing Barbara Hutchinson) in support of the Kansas City Region. I will provide continuous quality and timely support in whatever capacity it is needed in the transmittal of your Enrollment and Disenrollment data. Please feel free to contact me at (410) 786-1125 or you may send me an E-mail at DWALKER@HCFA.GOV.

- 3) Type on the Option line of the **ISPF** screen --**TSO GROUCH**
- 4) On the **GROUCH NEWS SCREEN**—find the new file names.
- 5) Use your **PF3** key to back out of the **GROUCH** screens until you are back at the **ISPF** screen.
- 6) Type on the Option line of the **ISPF** screen =**3.4**
- 7) Key on the **DSNAME Level Name** line the file you want to browse (this is only to unarchive the file so its available to download or browse).
- 8) Again, use your **PF3** key to back out of the screens—until you reach the **ISPF** panel or you get a **READY** prompt—(**HINT**—*you must be at the TSO READY to start downloading any file*).
- 9) Open the **REC'D** box on the toolbar across the top of TSO screen.
- 10) Key in the name of the **Rate file** you are downloading in the **Host File Name Field**.
- 11) Continue to fill-in the appropriate fields.
- 12) When finished —**CLICK** the **RECEIVE** box.

(**HINT**: This is very similar to **downloading** a report from **GROUCH** except it resides on **TSO** instead.)